



## Supportive Services Subgroup Meeting Minutes December 19, 2008

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### *Attendees*

- Paul Beiring
- Pat Caruso
- Cathy Truss
- Jeff Kaplow

### *Discussion Items*

#### **Discuss Progress and Finalize Action Plan**

##### *Action #1: Identify Best Practices, Models, and Strategies to Learn From*

- Paul provided a summary document that will be sent to the subgroup participants.
  - Paul described some of the best practices he is currently examining.
    - ◆ West Michigan Therapy conducts community-wide needs assessments, has 100% client engagement, and has a very high success rate with SOAR.
    - ◆ Grand Rapids Housing First has a centralized intake and assessment model and a flexible funding model that could be replicated elsewhere, and is moving away from shelter-based case management to community-based services.
    - ◆ The Detroit NSO Tumaini Center also is moving toward community-based services. It uses a central intake mechanism for all clients.
- All subgroup members need to provide input to Paul on best practices and models of supportive services by the January subgroup meeting. Cathy will reach out to the Traverse City Poverty Reduction Initiative and provide input at the next meeting. Paul will assemble these models and begin analyzing them for commonalities, and will report back to the subgroup in February.
- A possible short-to-medium-term outcome would be a set of recommendations to the DRT, proposing a pilot model for supportive services, a communications plan, or technical assistance to communities.
- The action as currently written does not seek to identify key barriers to the provision of supportive services, an important aspect of preventing homelessness. This should be added to the current action, and we should begin work quickly. Ideally, this task would go to someone affiliated with a service provider.

##### *Action #2: Revisit the 2-1-1 System*

- Cathy will contact Nancy Lindman to investigate where the system is accessible and working.
- In the short-term, we could seek to educate communities on the 2-1-1 system. A medium-term outcome of this action should be to have 2-1-1 better integrated into local community strategies.

### *Action #3: Investigate Database or Resource Portal Possibility*

- Cathy has spoken to DIT and will do more research for future meetings. The goal will be to investigate the feasibility of a service provide portal system that would allow service providers to maintain their own information on the site. In the medium-term, this could result in recommendations to the DRT.

### *Action #4: Identify Existing Transportation Options for Obtaining Access to Service*

- Cathy spoke to Sharon Edgar at MDOT, who will help identify someone to participate in the January meeting. Cathy will follow up.
- It was suggested that instead of focusing on transportation barriers to supportive services, which we already understand, we should look at home-based and mobile services and other means of overcoming those barriers. It will also be useful to get a national perspective on how other communities deal with these problems.

### **Other Issues**

- We should keep in mind that there are pros and cons to both the One-Stop and the no-wrong-door philosophy. The subgroup's work should not be focused on one over the other, but should try to incorporate the best practices from each.

### **Future Meetings**

- Cathy will work on scheduling future meetings for the first or second Friday of the month. She will e-mail the subgroup soon with planned dates.

### **Tasks Completed**

- Finalized action plan.
- Shared progress with current actions.
- Assigned tasks for next meeting.

### **Tasks Assigned**

- *All:* Provide Paul with ideas for best practices.
- *Cathy:* Set dates for future meetings; reach out to Traverse City Poverty Reduction Initiative; contact Nancy Lindman for 2-1-1 action; engage on resource portal action; and identify an MDOT participant.
- *Paul:* Continue work on best-practices.
- *Erin:* Work with Cathy on 2-1-1 action.
- *Dave:* Work with Cathy on resource portal action.
- *Jeff:* Update action plan and transcribe meeting minutes.

### **Next Meeting**

- Early January, exact date and time to be determined.
  - There also will be a meeting of the larger EISSS working group in January.